asurion

iOS 17.5 is coming soon! Here are some important details and instructions:

5/13/24

Key Changes in iOS 17.5:

- Starting in **iOS 17.5** Beta 4, customers can now use the **FindMy app** to enable "Repair Mode", which disables FMIP for 30 days.
- This functions identically to the previously communicated **iCloud.com/find ONLINE** process, except you can now do the same thing using the **FindMy app.**

Additional Details:

• https://9to5mac.com/2024/04/30/ios-17-5-repair-state-find-my-iphone/

iOS 17.5 - Remove FMIP for 30 Days via the FindMy app

- This can be done from either the device needing repair, or ANY OTHER device linked to the same Apple ID.
- If the device being removed is powered on and has connectivity (ONLINE Process), the "Prepare This Device for Repair" prompts will appear, otherwise this will not be seen.

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Play Sound Off				Apple ID F	Password ^{for}	Ready for Repair This device remains fully	functional in the repair state
Notifications Notify When Found Notify When Left Behind On >		Cannot Remove iPhone. Prepare This Device for Repair? Notify This IPhone is laked to your Apple ID		E Forget Password		Play Sound Directions orr FMIP is now disabled for 30 days	
Mark As Lost		Enables and cannot b online, but you Cancel Mark As Lost	e removed while it's can still prepare it for repair.			Notify When Found Notify When Left Behind	• • 0n >
						Mark As Lost	
						Erane This Device Remove This Device	

Starting with iOS 17.5 – All Options to Disable FMIP

- Customers can disable Find My in any of the following ways.
- **REMEMBER**: The Apple ID password will be required in each case.
- Options D and E specifically apply to non-functional devices Neither have a 1-hour delay.
- A. Turn off Find My Go to Settings > Apple ID and turn off Find My.
 - i. Important: Customers with Stolen Device Protection enabled cannot use this option.
- B. Sign out of iCloud Go to Settings > iCloud and tap Delete Account.
 - i. Customers who have Stolen Device Protection enabled will have a Security Delay.

- **C. Erase All Content and Settings -** Go to Settings > General > Reset and choose Erase All Content and Settings.
 - i. Customers who have Stolen Device Protection enabled are required to complete Face ID or Touch ID biometric authentication. There is no Security Delay.
- **D.** Remove the device from the account at <u>iCloud.com/find</u> There is no Security Delay with either scenario below for customers who enabled Stolen Device Protection.
 - i. Device has connectivity (ONLINE):
 - 1. Have the customer sign in to <u>www.icloud.com/find</u> with their Apple ID on their device.
 - 2. Select the device that needs to be removed from the account.
 - 3. Click Remove from Account. The customer will still see the device in their account information.
 - 4. NOTE: FMIP will be reactivated automatically after 30 days
 - ii. Device does not power on or cannot connect to the internet (OFFLINE):
 - 1. Have the customer sign in to <u>www.icloud.com/find</u> with their Apple ID on a separate device.
 - 2. Select the device that needs to be removed from the account.
 - 3. Click Remove from Account. The customer will still see the device in their account information.
- E. Remove the device using the FindMy app (New in iOS 17.5)
 - i. Device has connectivity (ONLINE):
 - 1. Have the customer login to the FindMy app from either the device needing repair, or any other device logged in with the same Apple ID.



- 2. Select the device that needs to be removed from the account.
- 3. Click Remove from Account. The customer will receive a prompt indicating Repair Mode will be activated.
- 4. NOTE: FMIP will be reactivated automatically after 30 days
- ii. Device does not power on or cannot connect to the internet (OFFLINE):
 - 1. Have the customer login to the FindMy app from a different device not needing repair.



- 2. Select the device that needs to be removed from the account.
- 3. Click Remove from Account. The customer will still see the device in their account information for 30 days.